Attachment J.2 - Section C - Statement of Work

Note: Unless specifically identified, all sections of the Statement of Work apply to both the full and open and small business set-aside competitions.

C.1 Introduction and Agency Overview

The Centers for Disease Control and Prevention (CDC), located in Atlanta, Georgia, USA, is an agency of the Department of Health and Human Services (DHSS). The Agency for Toxic Substances and Disease Registry (ATSDR) is a sister public health agency in DHHS and further references to CDC include ATSDR unless specified otherwise. CDC's mission is to promote health and quality of life by preventing and controlling disease, injury, and disability. CDC is the Nation's lead prevention agency for these adverse health events. CDC works with States, local public health agencies, and partners throughout the Nation and the world to accomplish this mission. CDC serves as the national focus for developing and applying disease prevention and control, environmental health, and health promotion and education activities designed to improve the health of the people of the United States and globally through international efforts.

To accomplish this, CDC identifies and defines preventable health problems and monitors the Nation's health through active surveillance of diseases, health events, health behaviors, epidemiologic and laboratory investigation and data collection, analysis, and distribution; serves as the DHHS's lead agency in developing and implementing operational programs related to environmental health problems, and conducts operational research aimed at developing and testing effective disease prevention, control, and health promotion programs; administers a national program to develop recommended occupational health standards and healthful working conditions for every working person; develops and implements a program to sustain a strong national work force in disease prevention and control; and conducts a national program for improving the performance of clinical laboratories. CDC is responsible for controlling the introduction and spread of infectious diseases, and provides consultation and assistance to other nations and international agencies to assist in improving their disease prevention and control, environmental health, and health promotion activities. CDC administers the Prevention Health and Health Services Block Grant and specific preventive health categorical grant programs while providing program expertise and assistance in responding to federal, state, local, and private organizations on matters related to disease prevention and control activities.

CDC is an information-intensive organization. Consequently, CDC's dependence on information technology (IT), information systems, electronic communications, and digital media continues to grow rapidly and is essential to the mission and program accomplishment. Solutions must be timely, comprehensive, reliable, and cost-effective and this is only possible through IT. There are also a number of global trends that provide opportunities to better achieve CDC goals through IT, such as the growing health care and public health investments in IT and information systems, the development of electronic medical records, the growing ubiquity of electronic connectivity, networking and the Internet, and the convergence of communications media. Information resources management and information technology will play catalytic and enabling roles in achieving agency goals. Scientific credibility and service are the characteristics for which CDC is best known and most widely appreciated. Maintaining this edge in an era of information explosion is critical to CDC. CDC has developed strategies to use information technology to effectively and efficiently facilitate the mission, while protecting the integrity and confidentially of its information data resources.

In each of the CDC program goals, information resources management and information technology play a vital role. Equally important, the rapidly changing technology environment provides new opportunities to rethink the ways of meeting the agencies challenges, infuse new technologies, and leverage creative and innovative approaches. This contract is an essential component to the CDC IRM and IT program.

The CDC includes Centers, Institutes and Offices (CIO), and is organized into the Office of the Director consisting of staff, program, and services offices as follows:

- Office of the Director
  - National Vaccine Program Office
  - Office of Communication
  - Office of Equal Employment Opportunity
    Office of Global Health
  - Office of Health and Safety
  - Office of Program Planning and Evaluation
  - Financial Management Office
  - Office of Program Services
    - Information Resources Management Office
    - Management Analysis and Services Office
    - Procurement and Grants Office
  - Office of Management and Operations
    - Facilities Planning and Management Office
    - Human Resources Management Office
  - Office of Public Affairs
  - Office of Women's Health
  - Technology Transfer Office
  - Washington, D.C. Office
- Epidemiology Program Office
- National Center for Chronic Disease Prevention and Health Promotion (NCCDPHP)
- National Center for Environmental Health (NCEH)
- National Center for Health Statistics (NCHS)
- National Center for HIV, STD, and TB Prevention (NCHSTP)
- National Center for Infectious Diseases (NCID)
- National Center for Injury Prevention and Control (NCIPC)
- National Immunization Program (NIP)
- National Institute for Occupational Safety and Health (NIOSH)
- Public Health Practice Program Office (PHPPO)

CDC employs >8,500 people in 192 occupations (includes permanent and temporary and Commissioned Corps staff). There are approximately 5,600 highly skilled professionals in the Atlanta area at various campuses. Staff are also located in other U.S. locations, including Cincinnati, Ohio, Morgantown, West Virginia; Hyattsville, Maryland; Ft. Collins, Colorado; Research Triangle Park, North Carolina; Pittsburgh, PA; Spokane, WA; New York, NY; Anchorage, Alaska; Washington, D.C.; and San Juan, Puerto Rico. CDC also has employees in other countries, quarantine offices, and in state and local health agencies throughout the U.S.

CDC's major organizational components are appropriated funds by Congress to carry out their various public health missions and typically have direct authorities to carry out their responsibilities. While overall leadership and coordination in information resources is provided by the Information Resources Management Office (IRMO) in the Office of Program Services, each of the major organizations within CDC manages much of its IT locally under overall agency policies, standards, and operating procedures.

This contract covers all components of CDC including any new organizational entities that may be added during the contract period. This contract also covers work for CDC's intergovernmental grantees, e.g. State, local, and international health agencies and other Contractors working for CDC.

Additional background information about CDC and its programs can be found at http://www.cdc.gov. Information on CDC's use of IT can be found at http://www.cdc.gov/irmo.

The Agency for Toxic Substances and Disease Registry (ATSDR), located in Atlanta, is an agency of the U. S. Department of Health and Human Services (DHHS). It is a sister agency of CDC and shares much of the same administrative services. Its mission is to prevent exposure and adverse human health effects and diminished quality of life associated with exposure to hazardous substances from waste sites, unplanned releases, and other sources of pollution present in the environment. ATSDR is directed by congressional mandate to perform specific functions concerning the effect on public health of hazardous substances in the environment. These functions include public health assessments of waste sites, health consultations concerning specific hazardous substances, health surveillance and registries, response to emergency releases of hazardous substances, applied research in support of public health assessments, information development and dissemination, and education and training concerning hazardous substances. In order for ATSDR to carry out its statutory responsibilities, ATSDR has been organized into administrative and program support offices, and program-specific divisions:

- Administrative Offices
  - The Office of the Administrator
  - The Office of the Assistant Administrator
  - The Washington, D.C. Office
- Office of Federal Programs
- Office of Program Operations and Management
- Office of Policy and External Affairs
- Office of Regional Operations
- Office of Urban Affairs
- Division of Health Assessment and Consultation
- Division of Health Education and Promotion
- Division of Health Studies
- Division of Toxicology

ATSDR employs approximately 400 people in 10 occupations (includes permanent and temporary and Commissioned Corps staff). There are approximately 367 highly skilled professionals in the Atlanta area, with approximately 33 employees at other locations in region offices.

Small Business Set-Aside: The National Institute for Occupational Safety and Health (NIOSH) was established by the Occupational Safety and Health Act of 1970. NIOSH is part of the Centers for Disease Control and Prevention (CDC) and is the federal institute responsible for conducting research and making recommendations for the prevention of work-related illnesses and injuries. NIOSH responsibilities include:

- investigating potentially hazardous working conditions as requested by employers or employees;
- evaluating hazards in the workplace, ranging from chemicals to machinery;
- creating and disseminating methods for preventing disease, injury, and disability;
- conducting research and providing scientifically valid recommendations for protecting workers; and
- providing education and training to individuals preparing for or actively working in the field of occupational safety and health.

Small Business Set-Aside: NIOSH has approximately 1500 employees, with 500 in Cincinnati, Ohio, and 500 in Morgantown, West Virginia. The other 500 NIOSH employees work in Atlanta, Georgia, Pittsburgh, Pennsylvania, Spokane, Washington, and Washington D.C. The places of performance for the small business set-aside contract to be awarded under this solicitation are Cincinnati, Ohio and Morgantown, West Virginia.

Small Business Set-Aside: In Cincinnati, NIOSH has employees in two buildings approximately 5 miles apart; and in Morgantown, all employees are housed in the new Appalachian Laboratory for Occupational Safety and Health. All buildings contain local area networks (LANs). A fiber line connects the computer information systems in the buildings, and all LANs are connected to the rest of the CDC by the CDC Wide Area Network (WAN).

C.2 Project Identification and Purpose

This full and open competition shall be referred to as the CDC Information Technology Support (CITS) contract. The small business set-aside competition shall be referred to as the NIOSH Information Technology Support (NITS).

The purpose of this contract is to provide the Centers for Disease Control and Prevention (CDC), with a contractual vehicle for the ongoing acquisition of a broad array of data, information, information technology, and information system support services on an "as-needed" basis.

The objective of this contract is to provide an integrated and comprehensive contract for responsive, timely, quality, effective, innovative, efficient, and cost-effective support services incorporating all appropriate technical and security requirements, governmental regulations and standards, using industry best practices and professional standards.

C.3 Scope of Work

The scope of this contract calls for the Contractor to provide a variety of IT support services, including but not limited to: IT research, planning, consulting, advising, economic analysis, evaluation, and testing; business process re-engineering and process modeling; information systems life cycle management including planning, design, development, project management, implementation, transition, integration, operations, maintenance, and retirement; information technology architecture planning; system engineering; computer facility operations; technical writing and editing of system and user documentation; IV&V, QA, QC and other related services; Internet, Web, and other platform content development and management; IT orientation, training and, education; help desk and user support operations; statistical analysis and other analytic support (in the IT arena); data warehousing, data mining, standards development, visualization, GIS, data entry, and other related data services; information security, disaster recovery, continuity of operations planning, critical infrastructure protection, vulnerability and risk assessments, penetration testing; and other related support services to be used on an "as-needed" basis.

C.4 CDC Strategic Information Systems Direction

CDC's IRM Strategic Plan can be found at: http://www.cdc.gov/irmo/. In general, CDC's information systems direction is to increase the use of commercial products and tools including enterprise resource planning (ERP) solutions for mainline business functions, migrate to web-based technologies for most system areas, and increase the integration of systems through standards and open system approaches.

CDC has strategic partnerships with healthcare and public health agencies including, but not limited to state, county, and municipal public health agencies, national and international public health organizations, university and institutional public health policy and research organizations. CDC contributes information technology expertise and systems within these partnerships. A specific need exists for systems integration, data standardization, distributed data management, and communications. Requirements analysis, design, implementation, distribution, and performance evaluation of these systems requires interaction with the healthcare and public health environments in the public (Federal, International, state and local) and private sectors.

C.5 CDC Computing Environment

The computing environment at CDC generally consists of a recent generation PC for every employee connected to a LAN. The LANs are bridged together into a wide area network with gateways to the computer center mainframe and centralized servers. The CDC Data Center is located at 1600 Clifton Road, N.E., Atlanta, GA 30333, and provides comprehensive, high-performance, cost-effective mainframe computing services to CDC and other users of public health-related information. The data center focuses primarily on statistical, database, administrative, and financial applications. Additionally, the data center provides large amounts of on-line storage and central printing for mainframe computer users. The data center, operating in an open-shop environment where users own and control their own applications, currently provides support and technical services to more than 10,000 users. The Center operates in a development, quality assurance, and production environment using a hardware/software configuration similar to the one described below.

A. <u>Mainframe Configuration</u>:

Computer systems hardware that may be used in performance includes, but is not limited to:

IBM 9672-R64 Processor, 1 GB Real Storage, 1 GB Expanded Storage; IBM 1600/6250 bpi Tape Drive (2); IBM 3480 Cartridge Tape Drive (8); STK 3490 Cartridge Tape Drive (20); HDS 3380K Triple Density Disk Drive (48); HDS 3390-3 Disk Drive (176); HDS 3390-9 Disk Drive (84); IBM 3745 Front End Communications Processor (1); IBM 3174 Control Unit (12) Local (36) Remote; IBM 3827 Laser Printer (1); IBM 3160 Laser Printer (2); IBM 6262 Impact Printer (1) Local (2) Remote; IBM 3812/16 and 4320/24/32 Laser Printer (50) Remote; IBM 3130 Laser Printer (2) Remote.

Programming languages, data base management systems and other standard software that may be used in performance include, but are not limited to the following (including any locally developed applications). Listed below are the currently operating software:

IBM OS/390, TSO with ISPF interactive text editor, Integrated Data Dictionary (IDD), On-Line Query (OLQ)

Data Management: ADABAS – Software AG's Database System; BASIS -- Text Information (IDMS) Management System; PREDICT -- Software AG Data Dictionary

On-Line Systems: CICS -- IBM's Communications Handler; ROSCOE -- On-Line Program Development System; TSO – IBM's Time Sharing System

System Management: CA1 -- Tape Management System; TOP SECRET -- System Security; SMS -- Storage Management

Programming Languages: FORTRAN G,H – FORTRAN Compilers; VS/FORTRAN -- FORTRAN Compiler; SAS 'C' -- 'C' Compiler; NATURAL -- Software AG's 4GL Programming Language; CONSTRUCT -- Software AG Code Generator; PL1 – PL1 Optimizing Compiler; VS/APL -- APL Interpreter on TSO; VS/COBOL -- COBOL Compiler; COBOL II -- COBOL II Compiler; VS/FORTRAN -- FORTRAN Compiler

Utility Programs: IBM UTILITIES: OS/VS SORT -- IBM's Sort/Merge; ENTIRE X - Software AG's messaging Broker; ENTIRE SYSTEM SERVER - Software AG's Utility software; ENTIRE NET-WORK - Software AG's Cross platform connectivity software.

Statistical Software: BMDP – BMDP's Biomedical Statistical Software; LogXact - Logistic Regression Software featuring Exact Methods; S-Plus; The SAS System; StatXact - Statistical Software for Exact Non-parametric Inference; SUDAAN - Software for the Statistical Analysis of Correlated Data; and SPSS - Statistical Package for Social Sciences.

B. Desktop Computers (PCs)

CDC has over 11,000 recent generation installed desktop PCs in its various locations nationwide and worldwide. These are almost exclusively Intel Pentium class machines, with a few Apple MacIntosh and Unix workstations for specialized applications. There are several thousand laptop PCs for travel and other remote access. CDC is currently running Windows 95 and NT desktop operating systems and is migrating to Windows 2000.

PC software includes a wide range of applications and office automation tools such as word processing (MS Word and Corel WordPerfect), spreadsheet, database, statistical, graphics, communications, messaging (MS Outlook & Exchange), utilities, and others.

C. Local Area Networks (LANs)

CDC has over 350 file servers on 200 LANs and all LAN workstations on the WAN have gateway access to CDC's mainframe computer and centralized servers.

PCs are connected to IBM token ring and ethernet local area networks (LANs) running Novell NetWare version 4.11 operating system currently upgrading to 5.x. TCP/IP is the primary LAN/workstation data communications protocol; however IPX/SPX is currently still in use. CDC's network topology is a combination of token ring over type 1 cable, FDDI over category 5 cable, and Ethernet and Fast Ethernet over type 1 or category 5 cable.

D. Wide Area Network (WAN)

CDC LANs are connected together into a wide area network (WAN) using multi protocol and high speed routers over fiber optic cable or leased data lines. The CDC WAN is currently being upgraded to a SONET ring running at OC48 to major campuses and lower rates to smaller campuses. CDC's Wide Area Network (WAN) consists of 20+ leased lines, hundreds of fiber optic cable interconnects between LANs on the same campus, and numerous access servers for remote connectivity. A broadband Metropolitan Area Network (MAN) interconnects all large Atlanta campuses. Currently FDDI is the method used for the WAN.

E. Remote Access

Staff or other authorized remote users obtain access to agency IT resources through a variety of means including dial-up or web-based access using one-time passcode tokens for authentication. Staff accessing resources from their residence or small CDC office locations may have ISDN, DSL, or cable modem connections.

F. Client Server Applications

CDC utilizes Microsoft NT and limited Unix server-based technology for client server applications including MS Exchange messaging servers, SQL servers, and scientific applications. There are currently 60+ Exchange servers throughout the CDC network. There are 200+ NT servers used for other applications. Access to these servers is through TCP/IP.

G. Internet/Intranet

Internet/Intranet applications and data are prevalent in the CDC environment and associated technology such as web development tools, multimedia servers, and security services. All are processing in the NT and limited UNIX environments. Web technology is the focus of future CDC application efforts, whether developed in-house or COTS.

CDC's Internet website has >100,000 pages and obtains >3 million visitors per month. The Intranet site has ~60,000 pages and >100,000 visits per month. CDC has a T3 (45 Mbps) connection to the Internet.

H. Development Tools

CDC development tools currently in use are: Microsoft and Sybase SQL, PowerBuilder, C, C++, Visual Basic, MS Access, MS Front Page, MS Visual Interdev, Paradox, DBASE, SAS, and Arc/Info+Arc/View Epi-Info, SilverStream, System Engineer, ERWIN, HTML, BPWIN, ASP, and JAVA. This is not an all inclusive list but represents the most commonly used tools.

I. Video Conferencing

CDC's Video conferencing (VTC) network currently consists of approximately 60 PictureTel units and 2 MCU bridges with H.320 capability. The technology is compressed digital video over 384kb private network and switched ISDN for non-CDC conference participants.

J. Scientific Workstations and Servers

CDC uses specialized servers and high end workstations for scientific applications such as molecular modeling and gene mapping and sequencing. The Contractor may be required to provide programming and other support in these areas. In addition, CDC uses all types of IT equipment in support of laboratory instrumentation. The Contractor may be required to develop interfaces and programs for this equipment as well. Note that there are some laboratory equipment that contain computer components as an integral part of the laboratory equipment and is excluded from the scope of this contract.

K. CDC & ATSDR Microcomputer and LAN Standards/Guidelines

CDC has established a set of microcomputer and LAN standards and guidelines. These standards are a continuing evolution of CDC and ATSDR's IRM technology strategy for capitalizing on the most advanced information processing capabilities available in the marketplace while providing a secure, stable, and maintainable environment for all information workers. The standards and guidelines apply to new acquisitions. The standards include particular equipment and software for unique environments such as laboratories and to meet special statistical and scientific processing needs. Integration with other nonscientific environments continue to be a paramount concern to ensure intercommunication, data sharing, effectiveness, and efficiency in meeting CDC's mission. CDC's communications technology tends to be leading edge, and is therefore subject to change as technology advances. Such changes, in themselves, shall not entitle the Contractor to any equitable adjustment in the contract's fixed fee. The Contractor shall ensure that contract personnel are trained in new technologies as they are implemented at CDC. CDC generally conducts a formal six-month review of these standards, in coordination with CIO scientific and administrative staff as required. These standards can be found at Section J.13. http://www.cdc.gov/irmo/standards/irmstd62000.htm.

C.6 Relation to Other CDC Contracts

While the scope of this contract is written to avoid overlap with other existing or planned contracts, some overlap of functions is inevitable. Specific areas of potential overlap may include, but is not limited to: data center support, certain information systems design, development, and support conducted by other Contractors or original software manufacturers; development of specialized software and systems related to laboratory equipment and analytic instruments; development of customized user guides and support tools; training on certain information systems; general information technology and networking support, facility management, security and disaster recovery provided under other vehicles which could overlap in the areas of programming, microcomputer, etc. support and services, problem reporting, identification, tracking and resolution as well as development of relatively minor software interfaces, APIs, macros, etc.; development of software and data entry and coding related to special health surveys and epidemiologic studies conducted by various CDC program areas; and development of certain specialized statistical and analytic tools. The Contractor will be provided necessary information concerning related contracts after contract award so as to facilitate any necessary interaction for performance of the work of this contract.

This is not a requirements contract; therefore, CDC users may elect to use other mechanisms to perform the work described herein. Additionally, CDC will allow its Centers, Institutes and Offices (CIOs) the flexibility to use any contract vehicle deemed most appropriate for a particular requirement. In the event that the Contractor is unable to respond to a task order in a timely fashion, CDC may seek alternative means to meet its requirements

C.7 Information Technology Investment Review Process

Recent statutory requirements established the need for Federal agencies to significantly improve their management processes for the selection and management of information technology (IT) and systems. The Clinger-Cohen Act (CCA) of 1996 (formerly the Information Technology Management Reform Act), requires agencies to have a robust IT capital investment process integrated with the budget process. The investment review process shall ensure investments are: 1) aligned with the agency mission, 2) prudent, 3) successful, and 4) the best use of the resources. CDC has an IT capital investment management plan and certain task orders issued under this contract may be required to undergo this review process. In addition, CCA requires agency enterprise architectures. CDC continues to develop, maintain, and facilitate the implementation of such an information technology architecture.

C.8 Task Performance - Requirements, Place and Time

Independently, and not as an agent of the Government, the Contractor shall perform work as described in individual task orders. The Contractor shall perform the services as required, using state-of-the-art approaches, integrating new methodologies, technology, and enhancements whenever possible.

The Contractor shall provide all necessary facilities, management, supervision, labor, training, equipment, materials, and supplies and all other things, including third party licensing agreements, except as specifically indicated by CDC, necessary to perform the specified services and support as defined in this Statement of Work, for all CDC locations (includes non-Atlanta based locations) as specified in this contract. The Contractor shall exercise its best efforts in performing the required services and shall employ and retain competent, qualified personnel who shall perform services in a complete, prompt, accurate, courteous, and efficient manner. The Contractor shall not recruit on Government premises or otherwise act to disrupt Government business.

The majority of the work under this contract will be performed on-site at CDC involving substantial interaction with a wide range of professional and support staff at CDC. Support shall also be provided on a per diem, as needed basis to users of CDC or authorized state health agencies in any location in the United

States, or in other countries excluding hazardous duty areas as defined by the U.S. Department of State, in addition to supporting the sites specified in Section J.7, Places of Performance. Satisfactory performance includes technical knowledge and accomplishment of tasks, as well as acceptance and substantial interpersonal and professional interaction with all staff.

The Contractor shall ensure that all staff meets the physical security requirements specified by the CDC Physical Security Activity/Office of Management and Operations, regarding identification and access to parts of the physical facility. The Contractor shall adhere to all requirement of the CDC Automated Information Systems Security Program (See Section H.21). The Contractor shall ensure that all employees adhere to the Government Standards of Conduct, the nonsmoking policy at CDC and all other health, safety, parking and other requirements when performing work on CDC facilities or visiting CDC staff at CDC facilities.

The Contractor's Program Director and/or Program Managers, or other management personnel depending on the situation, must be available to meet with the CDC Project Officers and other authorized Government representatives at CDC facilities. Every attempt will be made to schedule such meetings at a mutually convenient time; however, the Contractor may be required to meet in an emergency (as determined by a Co-Project Officer or other Government representative) with little to no advance warning, e.g., within 4 hours. The Contractor shall document these meetings, as determined necessary by the Project Officers, and provide, within 3 business days, the purpose of the meeting, the problems or discussion points, the outcomes, plan of action with an appropriate schedule of occurrence, and any other information pertinent to the meeting. In the event the meeting is in response to an emergency situation, the Contractor shall provide documentation of the meeting described in this paragraph in the time frame requested by the appropriate Government representative.

When working at CDC facilities, the Contractor's regular on-site services shall be provided for an 8-hour period **(excluding lunch time),** as specified in the task order, between the core hours of 7:00 am and 6:00 pm, Monday through Friday, excluding Federal holidays. There may be instances depending on the task order requirements that broader time coverage will be required. In addition, due to the nature of the computing environment at CDC and needs arising from emergency outages, problems, or special requirements, the Contractor may be required to work outside the normal hours and days listed above. This could be on a prescheduled basis or an emergency call-in basis. Further, there are or could be instances where the Contractor is required to perform regular or emergency services on a 24 hour, 7 day a week basis, e.g. CDC Data Center operations, security services, or health emergencies.

If services provided under this contract are interrupted to CDC/ATSDR's users, the Contractor shall immediately report the nature of the problem or reason of interruption to the provided services to the appropriate Government representative. In addition, the Contractor shall identify the projected resolution time to CDC's Project Officers. Subsequently the Contractor shall identify steps to be taken to preclude a reoccurrence.

Small Business Set-Aside: The Contractor shall provide all necessary facilities, management, supervision, labor, training, equipment, materials, and supplies and all other things, including third party licensing agreements, except as specifically indicated by CDC, necessary to perform the specified services and support as defined in this Statement of Work, for the NIOSH locations as specified in this contract. The Contractor shall exercise its best efforts in performing the required services and shall employ and retain competent, qualified personnel who shall perform services in a complete, prompt, accurate, courteous, and efficient manner. The contractor shall not recruit on Government premises or otherwise act to disrupt Government business.

Small Business Set-Aside: All of the current work in Cincinnati is performed on-site at NIOSH facilities. It is anticipated that will continue. Approximately 50% of the work to be performed in Morgantown under this contract will be performed on-site at NIOSH involving substantial interaction with a wide range of professional and support staff at NIOSH. Satisfactory performance includes technical knowledge and accomplishment of tasks, as well as acceptance and substantial interpersonal and professional interaction with all staff.

Security Notice: The Contractor shall immediately or as soon as practical, report any security event to the appropriate CDC Technical Monitor, Co-Project Officer, or CDC Information Systems Security Officer (ISSO) or other CDC official. Security events as used herein include unauthorized access, disclosure, removal, destruction, alteration of any CDC asset including data, information, hardware, software, or system. Security events include actions that compromise the security, integrity, or vulnerability of CDC assets or place them at higher risk through electronic, physical, or personnel actions.

A. Transition and Startup

A smooth and orderly transition of computer support between the Contractor-supported environment and the successful offeror's environment is necessary to ensure minimum disruption to vital Government business. The Government anticipates a transition period of 90 calendar days from award of the contract.

If applicable, the Contractor shall be responsible for obtaining any inventory used in support of this follow-on contract.

During the transition period of the contract, the existing Contractor(s) shall continue the technical work of the existing contract(s). The Contracting Officer will negotiate work stoppage time frames with existing Contractor(s) as soon as possible after notification by the new Contractor(s) that their transition completion date(s) has been established. The Contractor should anticipate receiving task orders for new work for the basic period of performance within the first 30 calendar days after award of the contract. The Contractor shall be prepared to begin new work within 30 calendar days of contract award and be prepared to commence work on all task orders within 30 calendar days of issuance unless specified otherwise in the task order. Some work that requires delivery of specified products under the preexisting CDC programming services contract will continue under that contract until completed or CDC decides to transition the work to this contract.

As soon as possible after contract award CDC will provide the Contractor with a list of designated CDC points of contact. Within fifteen calendar days of a task order award, the Contractor shall inform the appropriate Technical Monitor (TM) of incumbent personnel, who will not be placed on the task order.

The Contractor shall have management and administrative support in place to receive task requests within two weeks after contract award. Addresses, telephone numbers, and functional responsibilities shall be provided to the Project Officer (PO) at this time.

The Government may elect to transition existing Contractor personnel who do not meet the levels of competency, experience, and expertise against the labor categories as listed in Section J.25 in consideration of keeping institutional knowledge on task orders that will be brought forward to the new contract. This will be discussed on a case by case basis. The Contractor shall be required to review all personnel levels of competency, experience, and expertise against the labor categories requirements as listed in Section J.25.

B. Information Systems Development Life Cycle

Typical information systems related support services which may be required under this contract include:

(1) Management of collected data, studying and analyzing, documenting, and developing support software systems. Conducting feasibility analyses; cost/benefit, return on investment or other economic analyses; requirements and functions research; identification, consolidation, and analysis; development and analysis of alternatives, including alternative studies; technology, methodology, and application research and definition; source definition; form, fit, and function analysis and definitions; standards identification; documentation requirements research and definitions; resource research, definition, analysis, estimation, documentation; generation and discussion of alternatives, both hardware and software; system and sub-system definitions; support requirements definition and justification; security research and analyses; technical definitions; project management; and performance testing.

(2) Modeling; prototyping (hardware and software); benchmarking; reliability, maintainability, availability, and other relevant analyses; which may involve testing, data manipulation, and documentation development; fundamental algorithm development; integration and interface requirements definitions and analyses; and system component definition and analysis.

(3) Application Systems Development, including requirements analysis; systems analysis; system design and programming; documentation; training associated with this requirement; system implementation; transition, integration, and system acceptance; system operation, maintenance and retirement. A variety of programming languages are used by CDC and any of these may be required. May include the development of sophisticated software for model simulation, engineering research, and statistical analysis.

(4) Application Systems Maintenance, including maintenance of existing applications and conversion of existing applications to an equipment or operating environment different than that for which they were originally designed. As specified in task orders, deliverables may include revised operational software, logs of changes and corrective actions taken to ensure continued operation of production systems, and updated system documentation..

(5) Interpreting requirements and developing system and detailed design documentation, such as design specifications, performance and/or functional specification, integration plans and specifications, data base specifications, data modeling, development and implementation plans, defining, integrating and implementing requirements and designs for one or more programs or systems.

(6) Development of web server configurations, to include the integration of hardware, software, web site design, web content management and cybrarian support.

(7) Hardware/software/network design, prototyping, programming and testing, integration, system testing, implementation, and maintenance testing and evaluation of hardware, software, and communications to determine if the system is suitable for accomplishing a particular job or mission.

(8) Configuring, installing, evaluating, customizing, and maintaining software, including, but not limited to, application, file/data base management, input/output, storage, security, and data communications/distributed data base applications, detailed systems design, programming and testing for operating systems and executive level software, regardless of the type of application being supported by the host.

(9) Developing and maintaining documentation, including text and graphics, such as system specifications, design and function specifications, program specifications, data specifications, operational procedures/instructions, user manuals, maintenance manuals, training plans and aids, security procedures, and production control procedures.

(10) Application software development, using one or more productivity tools such as applications/code generators, expert systems, spreadsheets, data base management systems, configuration management systems, project management systems, and graphics processors.

(11) Application software development using the fully integrated application development systems of I-CASE or CASE tools.

(12) Development of algorithms or other processing tools and techniques for such activities as manipulating data, converting data, performing analyses, testing and implementation.

(13) Data planning, monitoring and extrapolation, reduction, consolidation, manipulation (including reformatting, translation, duplication), creation and population of data bases, analyses (including quality analyses and ensuring data integrity), and interpolation, analytical and ancillary support to data base applications, mass storage applications, and other information applications.

(14) Independent Verification and Validation (IV&V) of requirements, specifications, designs, products, integrated units and systems, documentation, and implementations.

(15) Plan and perform software and data conversion of existing software applications from one language or system to another, and/or from one hardware platform to another.

(16) Perform special software engineering projects including the installation and operation of specialized application and database development tools. Diagnose and solve hardware/software problems for these specialized environments.

(17) Hardware assessment which may include software to aid in the overall assessment, benchmark development, testing and analysis, and the recommendation of alternatives.

(18) Provide for database generation to include but not be limited to data input or conversion, database management systems and coordination with database management personnel.

(19) Development and implementation of plans for the establishment, revision, or improvement of large data bases, including complex edit programs. A variety of data base and file structures may be encountered. Performance of scientific data management functions by aggregating, manipulating, abstracting, coding, analyzing, or interpreting scientific data contained within information systems and databases related to public health.

(20) Statistical programming/analysis support including the analysis of data by SAS and other statistical software programs.

(21) Technical writing and editing to develop documentation and user guides for systems and applications developed by CDC, or produced under this contract. Additional types of manuals, reports, and other technical writing related to the scope of this contract may be required.

(22) Provide documentation of all work performed including systems documentation, program documentation, source listings, source code, entity relationship diagrams (ERD), data flow diagrams (DFD), data and process models, and other forms of descriptive materials as specified using CASE tools or other software packages as required.

(23) Management of collected data, data preparation, coding, data transcription, data entry and word processing in direct support of programming services and database management activities.

(24) Plan and perform IT security functions including but not limited to: risk analyses, vulnerability assessments, contingency planning, system accreditation, security audits, security training, analysis of physical and software security operations, both active and passive, developing anti-intrusion systems for software, virus/worm/etc. detection and neutralization, and preventive measures.

(25) Provide computer security plans, reviews, audits, risk and vulnerability analyses, penetration tests, and technical consultations. Carry out various security functions including monitoring, testing, operating security software; etc.

(26) Provide orientation and training. Professional level training courses in systems, networks, or specific functional areas identified in task orders. Tasks may include courseware development and instructing agency personnel. This may require formal classes, substantial preparation of training materials, highly specialized subject matter instructors with specialized subject matter and teaching experience, and coordination of all required activities. Training methods may include formal classroom training, interactive video, computer-assisted training, Internet based training, individual tutoring, and other effective methods as specified in individual task orders. Develop training curricula and supporting materials (including audiovisual materials and computer based training materials) related to the use of software, applications, and systems. This includes both development of new courses as required and revision of existing courses as appropriate to incorporate new hardware/software technology or procedures. Provide training classes for these or CDC-developed curricula. Training locations may be anywhere and training audiences may include non-CDC personnel such as employees of other Contractors, Foreign Nationals, or state and local health officials according to the needs of the Government. Class registration will be CDC's responsibility. CDC will schedule training and coordinate with the Contractor. The Contractor shall provide a quarterly training schedule. Note: CDC's Human Resources Management Office (HRMO) is responsible for overall training activities for CDC's employees.

(27) Provide IT facilities operation, including but not limited to such tasks as: the mounting and dismounting of tapes, system back-up, system recovery, batch job submission, production control, system monitoring, system IPL, distribution of output, loading of software, integration, tuning and monitoring of systems software, generation of systems statistics, monitoring and problem resolution of host to client connectivity and data communications, loading of paper and ribbons, and other tasks normally associated with the operation of a computer center. Operational services in the computer center are likely to be required 24 hours a day, 7 days a week or any portion thereof. Planning, developing, scheduling, and coordinating the utilization, relocation, installation, changing, expansion, rearrangement and connection/disconnection of computer systems, and networks, including ancillary data stations, cabling, and environmental considerations.

(28) Prepare and make presentations (including audiovisual aids and software demonstrations) which will provide overviews and summaries of project/task status, system design, user interface, etc. Presentation locations may be anywhere and participants may include non-CDC personnel.

(29) Prepare special IT system and computer-related studies/analyses which provide a detailed and comprehensive report on a set of specified objectives, requirements and system concepts; an

evaluation of alternative approaches for reasonably achieving the objectives; the identification of a proposed approach; cost-benefit, return on investment and sensitivity analyses; development of business cases; project plans; cost analyses; and earned value analyses. The specific nature of such analyses and studies will vary in accordance with the diverse activities of the Government.

(30) Perform IT data and information computer searches on various topics related to this contract. This may include scheduled repetitive searches.

(31) Technical IT information support, including analysis and capture into databases of intellectual content of scientific, medical, technological, or other specialized information. Index and prepare abstract or extracts for use in information systems.

(32) Collect and organize data and text for visual and graphic presentation and for desktop publishing applications. Tasks will include: (1) transferring files from statistical, word processing, database and administrative applications to graphics software applications; (2) entry of data and text into graphics software applications; and (3) preparation of text, charts and visual aid materials used in documents and presentation..

(33) Provide joint application design (JAD) facilitation. Conducts group sessions with system developers, users, and functional experts of the business process to identify system requirements, functionality, interrelationships, data elements, report requirements, system interface and operation, security needs, and other system features and operations. May do system or prototype demonstrations, conceptual diagraming, screen layout visualization, flow charting, etc.

(34) Develop multimedia information system applications by using authoring and other software tools to develop interactive and presentation programs that combine text, data, graphics, sound, images, and video.

(35) Provide production support to include, but not be limited to the following: develop and produce high quality, effective visual communication tools that shall be used for visual presentations (i.e. in conjunction with speeches, meetings, training courses, exhibits for public display, and/or special exhibits), and publications of documents, (i.e. research papers and agency users manuals).

(36) Provide support incidental to development of information systems and preparation, packaging and distribution of large-scale documentation products.

(37) Perform various quality assurance and quality control functions such as reviewing software code, performing tests and benchmarks for application functionality and performance, etc.

(38) Provide web page development , enhancement, and maintenance.

(39) Implement production support procedures for input data, internal processing and output disposition. Investigate and correct problems causing incorrect input or output Analyze system input data and error transactions. Develop computer processing schedules and review operational status of schedule for accuracy, timely delivery of products, and efficient utilization of resources. Establish, operate, maintain, document, and deliver records and files generated or used. Maintain a central library of source program statements, object programs and related control systems.

C. Specialized Workstation Support

Provide specialized workstation support using various types of source documents with differing degrees of complexity, to include, but not be limited to the following: Input services on a variety of systems which may include, but is not limited to CAD and GIS; administrative functions, such as planning and managing the delivery of services, and coordination with the Government on the receipt and the delivery of end products; designing, setting-up and implementing special input formats; transmit and receive data; document procedures for inputting data; control the receipt and transmission of data; data coding; data preparation and distribution; and operate computer graphics equipment and data plotting equipment, as required by each task order.

D. Data Entry Services

Data entry services including: off site data entry onto mainframe computer tapes with delivery to CDC; off site data entry onto microcomputer diskettes or CD's with delivery to CDC; off site data entry onto any media with delivery performed via data communications over a telephone line or network into a CDC computer; and on site data entry into a CDC-provided microcomputer hardware and software.

E. User Information/Help Desk

(1) Develop, implement, staff, and maintain a users information center/help desk and provide the following support services: Maintain a user information center/help desk to address issues such as software, communications, applications and programming questions; assess current and new off-the-shelf software packages; provide user training program(s) for new software and/or hardware integrated into the user's current and/or proposed configuration.

(2) Provide user support for applications and systems as specified by individual task order. Tasks may include: (a) triage problem and request calls; (b) record the details of the problem or request for service (including user name, organization, telephone number, date and time of report, and date and time of resolution) into an on-line problem tracking system as specified in the applicable task order; (c) refer problems or requests that cannot be resolved or that are not related to the scope of this contract to appropriate CDC staff as determined by the Technical Monitor and/or appropriate Co-Project Officer; (d) use software systems and databases, manuals, vendors and other resources to answer questions or resolve problems; (e) collect statistics on calls, problems and resolutions; (f) respond to user inquiries regarding the problem's status; (g) provide updates to the user regarding the problem's status when the projected completion time for problem resolution given the user changes by more than 50% of the projected time last given to the user; (h) monitor and document the status of the request until its resolution; (i) develop and maintain a problem resolution knowledge database; and (j) conduct follow-up surveys with callers related to quality and timeliness for user support activities.

F. Networks and System Management Support

Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; and develop operations, administrative, and quality assurance back-up plans and procedural documentation.

G. Training Facility - <u>This Section applies to the full and open competition only</u>

The Contractor shall provide a training facility, within a 10-mile radius of CDC headquarters facility, which will accommodate 30 people, (a minimum of 16 computers - 2 people per computer and 1 for the instructor) and one LAN attached high speed printer. The required workstation software (most current version) is listed in CDC/ATSDR Microcomputer and LAN Standards/Guidelines. All computers and workstations must meet the configuration stated in the CDC and ATSDR Microcomputer and LAN Standards/Guidelines. The computers must be linked with a LAN that meets CDC LAN standards.

The room must have a high quality projection system connected to the instructor's PC to display the PC screen to the class, white boards, easels, VCR and display, and overhead projector.

The room shall be equipped with videoconferencing equipment compatible with CDC's equipment to envision training classes to the non-Atlanta sites.

Hardware and software shall be enhanced, refreshed, upgraded or replaced by the Contractor as required to meet CDC/ATSDR Microcomputer and LAN Standards/Guidelines. It is anticipated that the standards may change on an semi-annual or yearly basis. Workstations/server hardware and software shall be evaluated on an annual basis for technology refreshment so that training can be provided for CDC's current and future technology environment. The training room shall comply with the specifications stated in these standards.

The room must be easily accessible to all Atlanta locations and the Contractor's facility.

C.9 Organizational/Administrative Considerations

A. Contractor's Meetings

Contractor required staff or special meetings shall be scheduled at least ten business days in advance and a <u>written notification provided seven business days</u> in advance, to the Project Officers and Technical Monitors of the date, time, and if appropriate, purpose of the meeting. The Contractor shall ensure that an acceptable level of staff (as stated by each technical monitor) remains on-site when these meetings are being conducted. If it is determined by the Technical Monitor or Project Officers that there is a potential for lapse in required minimum service due to insufficient level of support the Contractor shall assure that no lapse occurs. It is at the Contractor's discretion to schedule another or make-up meeting either at a different time or on a different date for staff remaining on-site.

B. Quarterly Customer Satisfaction Reviews

The Contractor shall conduct quarterly (or more frequent if requested by the Project Officers) customer satisfaction and quality of service reviews with each technical monitor. Such reviews shall be documented in writing and the results presented to the Project Officers within <u>7 business days of completion</u>. As needed during the course of the contract, the structure and format, e.g., questionnaire, of these reviews may change based on feedback received from the Technical Monitors and Project Officers. Such reviews are to be conducted and completed during the first month of each quarter. The government will approve the customer survey forms used to obtain feedback. Both positive and negative performance as indicated by the results of the customer satisfaction surveys will be documented in past performance reports as appropriate. (See Sections C.14.C. and H.24.)

C. Bi-Annual Status Briefings

The Contractor shall conduct biannual briefings on a regular schedule for the Project Officers and Technical Monitors to present and review the results of the biannual quality reviews, present the Government with

significant accomplishments, issues, concerns, and an overall status of the task orders and contract. The Contractor shall also present a brief synopsis of information on the administration of the contract and the Contractor's policies and procedures for the benefit of any newly designated technical monitors. Such briefings are to be video conferenced to remote sites, e.g., NCHS, Hyattsville. The Contractor shall remind all potential attendees of the biannual briefing in writing at least five business days in advance of the scheduled briefing. In addition, the Contractor shall coordinate with the government Technical Monitors and Project Officers to assure maximum participation. The Contractor will document in writing and synopsize the information discussed in the meeting, identify any follow-up action items, and present this document to the Project Officers within two business days after the briefing.

D. Government Provided Resources

Performance may be required at either the Contractor's facility(s) (offsite) or CDC's facilities (onsite). Performance in CDC facilities may be required when close and continuous collaboration of Government and Contractor staff is needed on certain projects. The task order will specify when the work shall be performed at CDC facilities. Estimates of the onsite/offsite ratios by location are provided in Section J.27.

When work is performed at CDC facilities, the Government will provide necessary equipment, software, connectivity to computing resources, space, telephone service, heat, light, ventilation, electric current, etc. These facilities will be provided at no charge to the Contractor. The type and size of the space will be based on availability and will vary at each site. The Contractor will be provided with government equipment and software as shown under Sections J.28 and J.29 - Government Furnished Property - Software and Hardware.

The Government does not anticipate providing Contractor staff with any equipment, computers, printers, modems, monitors, laptop, etc. for use at the Contractor employees' homes. The Contractor shall provide the necessary resources to meet employee needs if an employee requires use of equipment at home. The Contractor is required to monitor the activities of their employees to assure compliance with regulations and policies governing the use of Government Property. Any Government Property in the custody of a Contractor employee must be accountable to the contract and authorized in advance by the Contacting Officer.

If Contractor's employees are required as part of their work for CDC to travel to other locations, assist at conferences, give off-site software or hardware demonstrations, or perform certain duties away from CDC, it is the Contractor's responsibility to provide suitable computer equipment to the employees for that purpose.

For all Contractor site(s), the Contractor is required to provide all normal office equipment and office supplies, such as facsimile, photocopier, and telephone system with sufficient incoming lines to allow effective help desk operations, communication and user support to support this contract.

E. Contractor's LAN

Since LAN-based applications, client-server, and cooperative processing applications between the PC and LAN are required, the Contractor is required to have LAN(s) at the Contractor's facilities which are fully

compatible with and adheres to CDC's LAN Standards (including versions) in support of this contract, unless an exception is granted by the Project Officers. A copy of CDC's current standards is provided in Section J.13.

CDC shall provide the connectivity to the CDC WAN (leased line, routers, software, etc.) This includes services such as NDS, Exchange, DNS, WINS, and security authentication. The Contractor shall designate

a single point of contact and backup designees for the administration of each of its own LAN(s) with respect to the interface of the Contractor's LAN(s) with the CDC WAN.

In general, connection to any device, LAN or computing environment outside of the CDCNet, other than through established and authorized CDCNet mechanisms, is prohibited. If such a need arises, it must be proposed by the Contractor, and reviewed and authorized by the Project Officers prior to the connection being established.

Access to the mainframes, file servers, and CDC WAN for development and/or support efforts will be provided to the Contractor by the Government. When performing work at the Contractor's facility, the Contractor must provide the workstation hardware required to access these computers (e.g. microcomputers) as well as other development support tools such as printers, text editors, graphics software, etc.

The Government will provide access to the mainframe via TCP/IP using BlueZone client software (Renex Corp.). CDC will provide the BlueZone client communication software.

F. Hardware and Software

The Contractor is responsible for keeping all hardware and software up-to-date to meet task order specifications and requirements. At its discretion, the Government may furnish or authorize the acquisition of any required microcomputer software packages or specialized equipment as long as such software or equipment is to be utilized by the Contractor in performance of this contract. Specifically, Sections J.28 and J.29, provides an inventory of the equipment and software that CDC anticipates allocating to the Contractor during the phase-in period of the contract.

G. Title

Title (ownership) of items provided by the Government or authorized to be acquired by the Contractor for use under this contract shall rest with the Government.

H. Inventory of Equipment and Software

The Contractor shall maintain an inventory of equipment and software in their possession but owned by the Government. Such inventory shall be made available upon request by the Government. CDC may adhere property bar codes on any or all Government-owned equipment and upon request shall be permitted to conduct a physical inventory annually. All Government owned items in the possession of the Contractor shall be turned over to the Government upon the conclusion of the contract or upon request.

I. Contractor's Requirement for New Tools or Test Equipment

If due to the introduction of additional equipment during the course of the contract, a requirement is created for new tools or test equipment, the Contractor shall provide a list of such necessary tools/equipment to the Project Officers. The tools may either be provided by the Government or purchased by the Contractor at the Government's discretion. In either case, the items shall be accounted for as Government property in accordance with FAR 52.245-5 located by reference in Section I of the contract.

J. Security Clearance Requirements

All Contractor personnel assigned to perform work specified in Section C at a Government facility must have a NACI security clearance. If assigned work on a system gives the Contractor's employee access to sensitive/critical data or information as identified by the user or other CDC representative, that employee, and an alternate, must have been rated at an appropriate Public Trust Level (i.e., 5 or 6) commensurate with the criticality of the system, the sensitivity of the data as determined by CDC and the individual's degree of unaudited access.

C.10 Government-Provided Training

CDC will provide one three (3) hour general orientation to the Contractor's staff of CDC's computing environment within 60 days of contract award. The Contractor shall ensure attendance by all Contractor staff dedicated to this contract. CDC may, at its option, videotape these sessions so the Contractor can use the videotape to provide the same orientation to subsequent staff. The Contractor's staff shall attend CDC-provided Security Training at CDC's discretion.

Certain Contractor staff shall "as required" attend "Safety Survival Skills" a safety orientation. Topics include regulatory requirements, employee and management responsibilities, general CDC safety guidelines, emergency response, discussion of laboratory hazards, basic Biosafety, and chemical safety. Some Contractor employees may also be required to attend a Laboratory Safety course which covers basic laboratory safety guidelines. This course is a requirement for persons who periodically work in or enter CDC laboratories. Additionally, there may be a requirement for some Contractor staff to be immunized.

Task orders may specify particular software tools, programming languages, databases, or system environments that are required or will be encountered. In addition to the contract personnel qualifications requirements, the Contractor must provide staff that is fully trained in the software and technology that is specified on task orders. If CDC implements new software or technology during this contract that is not identified in this RFP, the Government may authorize the Contractor to acquire training billable as an other direct cost when deemed appropriate and cost effective by the Government. CDC expects a reasonable return-on-investment on this training expense such that the Contractor will make reasonable efforts to retain the trained employee on the specified task or cross-train replacement staff at the Contractor's expense.

C.11 Quality Assurance and Testing

CDC has QA/QC Standards in place for on-line mainframe applications, which will be provided if a task order is issued. CDC also has programming standards which will be made available to the Contractor at task order award. No deviation from these standards shall be accepted without prior approval of the Government.

The Government shall review, test, and approve all Contractor-developed on-line mainframe applications and systems prior to their implementation. CDC shall also test all multiuser LAN systems for performance, traffic load, etc. The Contractor shall adhere to any client-server QA/QC, performance, and/or bench marking standards as CDC may develop.

Failure to pass QA will require consultations with the Government and possible system modification before implementation.

An example of CDC's mainframe database QA factors are: number of COMMANDS issued; TOTAL I/O; MAXIMUM DURATION (the maximum time a command was selected from the Command Queue for execution in a thread until it completed processing in that thread); MAXIMUM ASSOCIATOR I/O (the maximum count of physical I/O operation to the ADABAS data storage). Total I/O should not be greater

than 100. Mean I/O should not be greater than 2.0 and not less than 0.1. MAXIMUM DURATION should not be greater than 3 seconds. MAXIMUM ASSO I/O should not be greater than 25. MAXIMUM DATA I/O should not be greater than 10.

C.12 Electronic Data Interchange (EDI)

At its discretion, CDC may use EDI or extensible markup language (XML) formatted documents to conduct business transactions under this contract. The Contractor shall accept such orders and have the necessary equipment, software, and communications services to handle such orders. The Contractor will receive further specifications in the "Trading Partner Agreement" before EDI or XML implementation.

C.13 Compliance With FIP Standards

All IT and telecommunications equipment, services, and related software acquired under this contract must conform to applicable Federal Information Processing Standards Publications (FIPS PUBS). Under the Information Technology Management Reform Act (Public Law 104-106), the Secretary of Commerce approves standards and guidelines that are developed by the National Institute of Standards and Technology (NIST) for Federal computer systems. These standards and guidelines are issued by NIST as Federal Information Processing Standards (FIPS) for use government-wide. NIST develops FIPS when there are compelling Federal government requirements such as for security and interoperability and there are no acceptable industry standards or solutions. For this contract, the FIPS PUBS identified in Section J.31 are generally applicable. FIPS PUBS, in addition to those identified in Section J.31, may apply to individual task orders issued under this contract. When additional FIPS PUBS do apply, they will be specified in the task order. FIPS Standards can be found at http://www.itl.nist.gov/fipspubs/. In addition, NIST issues special publications found at http://csrc.nist.gov/publications/ which the Contractor shall comply with as appropriate.

C.14 Personnel Clause

A. The Contractor shall exercise its best efforts in performing the required services. Except as specifically addressed in the contract and/or task orders, the Contractor agrees to perform work at a level no less than generally recognized industry professional standards. The Contractor agrees to employ and retain competent, qualified personnel who shall perform services in a complete, prompt, accurate, courteous, and efficient manner. Employees must be able to perform the duties as outlined in the labor categories and modifications, additions, revisions thereto as indicated in the contract. Employees must possess good interpersonal skills to insure that no justified complaints, in the judgement of the Co-Project Officer, are received by the Co-Project Officer regarding interaction with organizations' personnel within CDC. Contractor staff must meet the security requirements specified by the CDC, regarding identification and access to the physical facility. Background checks are required for employees and more extensive background checks may be required for employees who have access to specific types of sensitive data and/or critical systems.

B. Much of the Contractor's personnel will perform work on-site at CDC involving substantial interaction with a wide range of professional and support staff at CDC. The Contractor's employees must adhere to the Government Standards of Conduct, the nonsmoking policy at CDC and all other health, safety, parking and other requirements when performing work on CDC facilities or visiting CDC staff at CDC facilities.

C. The resolution of staffing vacancies in a timely and effective manner is considered of paramount importance for the successful performance of this contract. CDC shall carefully monitor the Contractor's efforts in this area and shall duly note on past performance reports the Contractor's attentiveness to this important factor. Any staffing vacancy that remains open in excess of 30 days, or time period otherwise specified in issued task orders, shall be listed in the Contractor's monthly report referenced in Section

C.17.A. In addition, and in recognition that staffing for some positions may be more difficult than for others, task orders issued against the contract may also address monetary incentives concerning staffing requirements that are particular to the individual statement of work for each task order." See also Section C.9.B.

C.15 Task Orders

A task order is a unit which supports work in a defined subject or application area, having one or more deliverable product and/or service specifically identified in work orders describing the work issued under the task order. Task orders specify and authorize work to be accomplished by the Contractor to satisfy the Government's requirements. They specify the scope of work, schedule for completion, technical requirement, deliverable (products and/or services), performance standard, acceptance criteria for deliverable, and the total price/cost of the work/service to be performed. The government anticipates two types of task orders being issued under the contract. The type of task order will be determined through discussions with the Technical Monitor, Project Officer, Contractor, and Contracting Officer or duly authorized representative. A description of each follows:

PRODUCT TASK ORDERS may be issued to cover individual projects with specified end deliverables. The period of performance for these task orders may cross contract performance periods. Product Task Orders shall include the SOW, including deliverables, delivery schedule, estimated effort in labor hours per labor category, the associated cost ceiling, and the designated Technical Monitor.

For Product Task Orders which extend beyond the contract expiration, the contract shall govern the Contractor's rights and obligations with respect to any task order to the same extent as if the task order were completed during the contract's effective period; provided that the Contractor shall not be required to make any deliveries under this contract after more than 90 days after expiration of the contract's effective period.

TERM TASK ORDERS may be issued for on-going work where a specific end product is not identifiable. Term task orders shall include a Statement of Work describing the work, the estimated effort in labor hours per labor category, the associated cost ceiling, and the designated Technical Monitor. Term task orders cannot cross contract performance periods.

Each task order issued will indicate all applicable IT security requirements.

Technical Monitors are officials of the organization requiring the work who are responsible for technical oversight of the work. Technical Monitors may designate Technical Contacts within their organizations to provide the Contractor with additional technical contact points for day-to-day technical guidance, problem solving and liaison. Neither Technical Monitors nor Technical Contacts are authorized to make any changes to task orders or waive any contract requirements.

C.16 Ordering

The Contractor shall provide services as specified in individual task orders. The Government shall order services under this contract by means of task orders with specifically defined scopes, deliverable products, schedules, and security requirements. The Contractor shall perform work under this contract only as directed in task orders issued by an authorized Contracting Officer. The Contractor shall furnish the necessary personnel, material, services, and facilities, as required, to meet requirements of the task order. The time of issuance and amount of work in task orders cannot be accurately predicted and there is no assurance of a steady stream of work. The anticipated services require a diversity of skills suitable to a variety of information technology environments. The Contractor must respond to and perform assignments with high quality services within a stringent time frame. As may be required in individual task orders, the Contractor shall maintain continuous performance regardless of the absence of individual performers.

It is critical that every task order and associated work order issued by the Government under this contract clearly and unambiguously state the nature and extent of the work to be done in the task through a Statement of Work (SOW). When the exact goal or approach involved is inherently unclear at the outset, the Co-Project Officer may require the work to be divided among several tasks in sequence each aimed at allowing a clear and unambiguous order for the subsequent work.

A. SOW Critical Elements

The critical elements in a SOW are the specification of the following:

(1) who the users are and how they will be connected to the system

(2) all necessary information inputs involved

(3) all data elements and structures that must be maintained

(4) all desired information outputs

(5) all processes, transformations of data and user functionality desired

(6) all access control or security requirements

(7) all additional Government standards that are applicable beyond those specified in this contract

(8) any anticipated travel

None of these elements may be presumed to "fall out of the work done in a task order." They must be either specified in the task or be explicitly developed as a part of the task.

Term task orders are required to have stated objectives, technical scope and location of work. Most of the questions (a) through (h) above apply to term task orders as well as to product task orders.

B. Contractor Task Order Review

To ensure clear and unambiguous task orders, the Contractor shall review each task SOW and shall submit an affirmative statement to the Co-Project Officer and Contracting Officer's designated representative signed by the Program Manager, or a duly authorized representative of the Contractor, stating that:

(1) the task order appears to be complete and is clear and unambiguous;

(2) an accurate estimate of the resource and time requirements can be made;

(3) the methods specified are appropriate, not in violation of CDC Client Server Standards, and within the capabilities of the Contractor; and

(4) the security requirements are clear and are, to the best understanding of the Contractor, in compliance with the requirements of the DHHS Automated Information Systems Security Program (AISSP) Handbook and/or applicable CDC security policies; and

(5) the Contractor knows of no substantial duplication of requirements or effort between the SOW and other SOWs submitted or undertaken.

If the Contractor cannot make such an affirmative statement, the Contractor will notify the Contracting Officer or duly authorized representative in writing of any issues needing clarification. Under no circumstances may work be done on a task order for which this affirmative statement has not been submitted.

C.17 Reporting Requirements

A. Monthly Reports

The Contractor shall deliver the reports specified below, and such other reports as may be specified in individual task orders, within the time frames specified. The Contractor shall provide two copies of a monthly written narrative to the Project Officers and one copy to the Contracting Officer before the 15th of the following month, summarizing the number and type of activities as outlined below. (A concurrent electronic copy shall also be submitted to each.) The Government may require the submission of monthly reports electronically to the Contracting Officer, Co-Project Officers, and Technical Monitors. Any such reports will be submitted in WordPerfect format (at the version level specified in the CDC Microcomputer Standards) via e-mail. If reports require spreadsheet attachments, such spreadsheets will be provided in Excel format (at the version levels specified in the CDC Microcomputer Standards). The Contractor shall submit to the Project Officer and the Contracting Officer a monthly summary report including, but not limited to, the following:

- All travel costs, including details of trip destinations, applicable task, and purpose of trips.
- All Other Direct Costs, with details of items purchased and applicable task order.
- A summary listing of the status of all task orders indicating percent of period of performance elapsed and percent of funding used on each task order; total task order funding; and percent of total level of effort provided for that contract period.
- Major or recurring problem areas seen in CDC's environment.
- Summary of any other general operational or management problem areas and recommendations.
- Number of Contractor employees who attended either CDC-sponsored or outside training each month including the date attended and course/topic covered.
- Number of unfilled vacancies beyond 30 days as indicated in C.14 "Personnel Clause".
- All employees listing by name, work location, employer, and assigned task order (identify those employees working on-site at CDC's facilities).
- Separate listing of employees who have resigned or been terminated or removed. Indicate the disposition of files (transferred to another employee or government representative, archived, destroyed, etc.) for these individuals.

The Contractor shall also submit individual monthly reports providing details on each Task Order concerning the current status of each ongoing project. The reports shall be narrative in form and shall include a summary of progress toward completion of each Task Order, problems encountered to date, including the Contractor's assessment of specific impact of such problems on estimated costs and scheduled date of completion, and any Contractor recommendations. In addition, the reports shall include the following information on each project (including modifications) for the current reporting period and cumulative reports for the time from commencement of the project through the current reporting period:

(1) Labor hours and dollars expended on each project for the present reporting period and year to date by labor category, i.e., Program Manager, Computer Programmer III, etc.

(2) Other direct cost items and associated costs that were authorized, e.g. software acquisition, travel.

(3) Beginning dates for projects scheduled.

(4) Anticipated completion date for projects.

A copy of all monthly reports will be provided to the Contracting Officer and the Co-Project Officers, as well as to the applicable Technical Monitor for each task order. Monthly reports shall be submitted no later than the fifteenth (15th) day of each month (or first working day thereafter).

B. Online Project Management Reporting System

The Contractor shall provide an online project management reporting system for the full and open competition and a project management reporting system using COTS for the small business set-aside competition accessible to the Contracting Officer, Co-Project Officers, and Technical Monitors as needed. Along with some information already specified for the hard copy reports, these reporting systems will contain data with respect to progress toward task milestones, management problems identified, corrective actions taken, staffing changes, delays for staff identification, hiring and deployment, funding of the task, funding status, monthly costs incurred to date, etc. Security by CDC userid will be applied to access by task order, CIO, etc. In addressing the capability to meet the foregoing requirements, the offeror is expected to identify an architectural approach and existing systems that would perform or comprise the baseline for developing such a system. If development is required, the approach for the development, modification, and implementation should be discussed with CDC. The offeror should provide estimates of the time required and major milestones involved for these reporting systems.

C. Quarterly Training Schedule

Within the first 30 days of each quarter, the Contractor shall submit for Project Officer approval a training schedule to project anticipated employee training during the upcoming period. One copy of this report shall also be provided to the Contracting Officer.

D. Employee listing

Monthly report, as required by contract Sections C.17.A and H.21(f), to be delivered before the 10th of each month, two copies to the Project Officers and one copy to the Contracting Officer. Electronic transmission of these reports is preferred and may be furnished in lieu of hard copy reports. In addition to the information required by Sections C.17 and H.21 (name, work location, employer) for all employees working on-site at CDC facilities, the report should also identify, task order assignment, CDC Technical Monitor, Contractor Task Manager, labor category, and date assigned to the contract.

E. Automated Information Systems Security Plan

The Contractor is required to develop a security plan (s) for information technology, system(s) covering IT, support systems such as contractor-owned computer center(s), networks and information systems that: (1) are directly connected to CDC's network, (2) process CDC data or information, or (3) maintain or store CDC records used in the conduct of this contract. This plan, addressed in detail in the NIST Special Publication 800-18 (see: http://csrc.nist.gov/publications/nistpubs/index.html is required to be delivered to the Government within 90 days of contract award to reflect implementation of all necessary security safeguards. The CDC Information Systems Security Officer (ISSO) has a model security plan which can

be used, if another compliant version is not already in existence. One copy of this report shall be delivered to the CDC Information Systems Security Officer, two copies to the Project Officers and one copy to the Contracting Officer.

F. Transition Plan

The Contractor shall provide, two copies to the Project Officers and one copy to the Contracting Officer, a written transition/start up plan within three calendar days after contract award. This document shall address the Contractor's plan to assume full contract performance within the 90 calendar days transition/phase-in period, including issues of staffing, facility build-out, equipment, software, space, inventory of any Government-furnished property, and the escalation plan for resolving potential problems during this period.

G. Contractor Quality Control Plan

The Contractor shall develop a Quality Control (QC) Plan, which sets forth in detail the management and quality control actions the Contractor will put into place to ensure performance in compliance with contract requirements. The QC Plan shall be submitted for Government approval within the first 30 calendar days following contract award. At a minimum, the Plan's content shall address who within the Contractor's organization has oversight and reporting responsibility for quality initiatives, when and how quality reviews are to be performed and a procedure for escalation and resolution of any identified quality problems. The Contractor shall update the QC Plan as necessary or as instructed by the Government to ensure that it remains current and is capable of producing the desired quality results.

H. Quarterly Customer Surveys

The contractor shall provide, two copies to the Project Officers and one copy to the Contracting Officer, results of the quarterly customer satisfaction reviews within 7 business days of completion. Such reviews are to be conducted and completed during the first month of each quarter.

I. Bi-Annual Status Briefings

The contractor shall provide, two copies to the Project Officers and one copy to the Contracting Officer, synopsis of the information discussed in the meeting, to include identifying follow-up action items, within 2 business days after the briefing**.**